



***MESSAGE FROM THE BOARD MEMBERS***

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## **Message from the Board Members**

This fiscal year 2009 Performance and Accountability Report highlights the goals and accomplishments of the Railroad Retirement Board (RRB) in achieving its mission of administering the retirement, disability, and survivor benefit program provided under the Railroad Retirement Act (RRA) and the unemployment and sickness insurance benefit program provided under the Railroad Unemployment Insurance Act (RUIA). This report describes our continuing efforts to provide timely and useful information to RRB managers, the Office of Management and Budget (OMB), the Congress, and our constituents. We are proud of the agency's dedicated employees whose achievements are reflected in this report.

The RRB has a long and distinguished tradition of excellence in serving our customers and safeguarding the agency's trust funds. In recent years, we have achieved high levels of accuracy and timeliness in the benefit programs we administer. This year, we introduced a Nationwide Toll Free Phone Service which provides customers a single access point to claims representatives in the agency's field offices and to our interactive voice response (IVR) system. We also implemented two provisions of the American Recovery and Reinvestment Act (ARRA) of 2009. The ARRA provided a one-time economic recovery payment of \$250 to most adult RRA beneficiaries; it also provided an appropriation of \$20 million to be used for up to 65 days of additional extended unemployment benefits under the RUIA.

We believe the performance and financial data presented in this report are complete and reliable in accordance with OMB guidance. The adequacy and effectiveness of our management controls and the compliance of our financial management systems with governmentwide requirements are delineated in the Systems and Controls part of the Management's Discussion and Analysis section. That part also provides the status of the actions we are taking and progress we are making to correct Office of Inspector General identified material weaknesses in information technology security, financial reporting, and non-integrated subsystems.

We will continue to apply information technology and innovation to provide excellent customer service to the railroad employers, railroad employees, and the beneficiaries whom we serve. We are also committed to prudent stewardship over the agency trust funds and the administrative resources entrusted to us.

Original signed by:

Michael S. Schwartz, Chairman  
V. M. Speakman, Jr., Labor Member  
Jerome F. Kever, Management Member

November 9, 2009

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